



Franklin County  
Department of Job & Family Services  
1721 Northland Park Ave.  
Columbus, Ohio 43229

## **J O B   A N N O U N C E M E N T**

**POSITION TITLE:** Administrative Officer  
(Non-Bargaining) **PCN:** 101070

**DEPARTMENT/Location:** Northland Opportunity Center **P. R.:** N17

**REPORTS TO:** Sr. Center Director

**RESPONSIBILITIES:** Direct activities of the Center's support area and/or specialized program staff. Perform supervisory tasks which include: assign and review work completed by the unit for accuracy and completeness; evaluate level of worker performance, conduct unit meetings and individual conferences. Coordinate training to improve performance, maintain accuracy of workloads, and initiate remedial action as needed for corrective measures. Answer and clarify program policy questions to ensure appropriate compliance. Supervise and direct Clerical Support Supervisor and activities of the clerical support area to ensure quality customer service is provided. Supervise and direct activities of the Word Processing Specialist. Consult with community and governmental agencies to establish and maintain a positive working relationship. Present information and explanations of program requirements, operations, goals, and objectives to community groups and organizations. Evaluate statistical data from monthly, quarterly and annual reports relative to Center and individual Case Management units' work performance. Monitor reports, track delinquencies, and devise means to reduce delinquencies.

**MINIMUM QUALIFICATIONS:** Bachelor's degree in business or related field with three (3) years of office administration or related experience; or any equivalent combination of training and experience.

**STARTING SALARY:** \$26.14 per hour, 180 day probationary period  
Plus a Comprehensive Benefits Package

**DATE POSTED:** Monday, October 20, 2014

**DEADLINE TO APPLY:** Friday, October 31, 2014

If interested, please go to [www.franklincountyohio.gov/Commissioners/hr](http://www.franklincountyohio.gov/Commissioners/hr) and apply on-line.

-EOE-